



# **HUD Office of Housing Counseling (OHC) Performance Reviews and Form HUD-9910 Frequently Asked Questions and Answers**

## **General Questions:**

- **Why is HUD changing the Performance Review process?**

The Office of Housing Counseling (OHC) is responsible for the administration and oversight of the HUD Housing Counseling Program. OHC staff conducts periodic performance reviews to determine if agencies participating in HUD's Housing Counseling Program are in compliance with program requirements and if they are meeting the program objectives stated within their counseling work plan. To establish a consistent, streamlined, and decreased time and cost burden for the agencies and HUD, the OHC has developed a reformatted form (HUD 9910).

- **What is the HUD 9910?**

- The form HUD 9910 is the Office of Management and Budget approved checklist tool that reviewers and agencies use to ensure HUD Housing Counseling Program compliance.

- **Where can I locate the HUD 9910?**

- Click on this link and locate form HUD 9910
  - [HUD 9910](#).

- **What is the effect date of the new Performance Review form/process?**

- July 1, 2014. However, there may be some performance reviews following the old process for a short period of time. Please seek guidance through your HUD/OHC Point of Contact for more information.

- **Who schedules a HUD Performance Review?**

- The HUD/OHC Point of Contact will contact the agency to schedule the review.

- **How frequently does HUD conduct Performance reviews?**
  - For LHCAs, MSOs, the reviews typically are based on the expiration date of the current unconditional certificate. There may be some additional factors that could determine another timeframe, i.e., a merger of any agency.
  - For SHFAs, the reviews are typically scheduled two or three years after the previous Performance Review.
  - A new standard policy for HUD performance reviews of Intermediaries is currently being developed by OHC. Additional information will be available, regarding the Intermediary form/process, in the near future.
- **If I have a Performance Review due, will the HUD reviewer use the old or new form/process?**
  - It depends on the date the review is scheduled. It is anticipated all reviewers scheduling Performance Reviews after July 1, 2014, will use the new form/process.
- **What is the difference between the old HUD 9910 and the new one?**
  - The reformatting into Part A, B and C if applicable, and the self-certification sections which allow LHCAs, MSOs, and sub-grantees to self-certify their responses to the compliance requirements in Parts B and C. The OHC has developed the reformatted form HUD 9910 to support its desk and on-site performance reviews of LHCAs, MSOs, and Sub-Grantees.
  - As discussed in a separate FAQ, Intermediaries will not use the new form HUD 9910.
- **What is the difference between an on-site performance review and a desk performance review?**
  - An on-site review is conducted at an agency's office and a desk review is conducted remotely from the HUD Point of Contact's office location using a technique performed by means of information available within the HUD office to assess the agency compliance with program and grant requirements with agency's submission of requested documentation and telephone conversations.
- **How do I know who my Point of Contact (POC) is?**
  - You can send a request to [housing.counseling@hud.gov](mailto:housing.counseling@hud.gov), and you will receive a message back with your POC's contact information.
- **Will OHC post training materials regarding the HUD 9910 on its website?**
  - Yes. Please visit the following link:
  - [HUD 9910 training](#).

- **Where can a Housing Counseling Agency view sample work plans?**
  - Visit the following link to Handbook 7610.1, Chapter 3, paragraph 3-2 for work plan requirements.
  - [Handbook 7610.1](#).
- **What other guidance does OHC have for housing counseling agencies about the new Performance Review form HUD 9910?**
  - All housing counseling agency requirements, listed on the form HUD 9910, are outlined in Part 214 of the [Code of Federal Regulations](#);
  - the [HUD Housing Counseling Handbook 7610.1](#); and,
  - the Housing Counseling Grant Agreement, if applicable. The compliance requirements have not changed. HUD has only changed the way OHC validates compliance during the Performance Review.
- **Will OHC be conducting additional training on completing the HUD 9910?**
  - At this time, we encourage housing counseling agencies to discuss any questions they have with the OHC Point of Contact. OHC will be considering additional training for the remainder of the Fiscal Year 2014, and may include additional Performance Review guidance. Please make training topics known to your OHC Point of Contact or through [housing.counseling@hud.gov](mailto:housing.counseling@hud.gov).
- **What if we have comments or suggestions on the new Performance Review form/process?**
  - OHC welcomes any and all comments on the Performance Review form/process. Please make these known through your OHC Point of Contact or through [housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)

## **Intermediary and State Housing Finance Agency Questions:**

- **Is an Intermediary the same as a parent organization?**
  - The term “parent organization” is not an official term. The Official definitions provided in 24 CFR Part 214 include: Intermediary (National or Regional) providing services through its branches or affiliates or both, Local Housing Counseling Agency (LHCA), Multi-State Organization (MSO), State Housing Finance Agency (SHFA), and sub-grantee.
- **If an Intermediary or SHFA already conducted a Quality Control Performance Review of a network LHCA or sub-grantee, does the LHCA or sub-grantee still have to go through a HUD Performance Review?**

- Yes. HUD conducts reviews of affiliates to ensure quality control and compliance, and to understand the needs of affiliates, and sub-grantees. Going forward, HUD will invite the Intermediary or SHFA to attend reviews of sub-grantees, and affiliates, and will use the results of the intermediary quality control review of the affiliate as part of the HUD Performance Review to avoid unnecessary overlap.

Each Intermediary or SHFA is responsible for ensuring its network members are in compliance with HUD Housing Counseling program requirements.

- **Will Intermediary Performance Reviews be using the new form HUD 9910/process?**
  - No. OHC is working on a new performance review form/process to conduct future Intermediary reviews. OHC will release more information on this at a later date.
- **Will State Housing Finance Agency (SHFA) Performance Reviews be using the new form HUD 9910/process?**
  - Yes. As in the past, the OHC will conduct performance reviews of SHFAs using the HUD 9910/process, until OHC announces the new performance review form/process as noted above for Intermediaries.